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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/756,471	01/08/2001	Alasdhair Campbell	800431	7317

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EXAMINER

CHOW, MING

ART UNIT PAPER NUMBER

2645

DATE MAILED: 01/12/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)	
	09/756,471	CAMPBELL ET AL.	
	Examiner	Art Unit	
	Ming Chow	2645	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 10 September 2004.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-14 and 16 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-14, 16 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |   |   |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)                        | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)    | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____   | 6) <input type="checkbox"/> Other: _____                                    |

***Response to Amendment***

The amendment to the claims filed on 9-10-04 does not comply with the requirements of 37 CFR 1.121(c) because claim 9 was marked as "Currently Amended" without any change markings. Amendments to the claims filed on or after July 30, 2003 must comply with 37 CFR 1.121(c) which states:

(c) *Claims.* Amendments to a claim must be made by rewriting the entire claim with all changes (*e.g.*, additions and deletions) as indicated in this subsection, except when the claim is being canceled. Each amendment document that includes a change to an existing claim, cancellation of an existing claim or addition of a new claim, must include a complete listing of all claims ever presented, including the text of all pending and withdrawn claims, in the application. The claim listing, including the text of the claims, in the amendment document will serve to replace all prior versions of the claims, in the application. In the claim listing, the status of every claim must be indicated after its claim number by using one of the following identifiers in a parenthetical expression: (Original), (Currently amended), (Canceled), (Withdrawn), (Previously presented), (New), and (Not entered).

(1) *Claim listing.* All of the claims presented in a claim listing shall be presented in ascending numerical order. Consecutive claims having the same status of "canceled" or "not entered" may be aggregated into one statement (*e.g.*, Claims 1–5 (canceled)). The claim listing shall commence on a separate sheet of the amendment document and the sheet(s) that contain the text of any part of the claims shall not contain any other part of the amendment.

(2) *When claim text with markings is required.* All claims being currently amended in an amendment paper shall be presented in the claim listing, indicate a status of "currently amended," and be submitted with markings to indicate the changes that have been made relative to the immediate prior version of the claims. The text of any added subject matter must be shown by underlining the added text. The text of any deleted matter must be shown by strike-through except that double brackets placed before and after the deleted characters may be used to show deletion of five or fewer consecutive characters. The text of any deleted subject matter must be shown by being placed within double brackets if strike-through cannot be easily perceived. Only claims having the status of "currently amended," or "withdrawn" if also being amended, shall include markings. If a withdrawn claim is currently amended, its status in the claim listing may be identified as "withdrawn—currently amended."

(3) *When claim text in clean version is required.* The text of all pending claims not being currently amended shall be presented in the claim listing in clean version, *i.e.*, without any markings in the presentation of text. The presentation of a clean version of any claim having

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the status of "original," "withdrawn" or "previously presented" will constitute an assertion that it has not been changed relative to the immediate prior version, except to omit markings that may have been present in the immediate prior version of the claims of the status of "withdrawn" or "previously presented." Any claim added by amendment must be indicated with the status of "new" and presented in clean version, *i.e.*, without any underlining.

(4) *When claim text shall not be presented; canceling a claim.*

(i) No claim text shall be presented for any claim in the claim listing with the status of "canceled" or "not entered."

(ii) Cancellation of a claim shall be effected by an instruction to cancel a particular claim number. Identifying the status of a claim in the claim listing as "canceled" will constitute an instruction to cancel the claim.

(5) *Reinstatement of previously canceled claim.* A claim which was previously canceled may be reinstated only by adding the claim as a "new" claim with a new claim number.

The Examiner waives the requirement of Applicant's response to correct the objection within one month and assumes the claim 9 identifier as "Original".

### ***Claim Rejections - 35 USC § 112***

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

1. Claims 2, 4 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. The phrase "the network" (line 3 and 4 of claim 2) is not clearly defined. It is unclear the claimed "the network" refers to "call processing network" (line 2 of claim 1) or "data network" (line 9 of claim 1) or "global data communications network" (line 9 claim 1).

***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-6, 8, 9, 11-14, 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al (US: 6687241), and in view of Satyavolu et al (US: 6517587).

For claim 1, regarding section (a), Goss teaches on Fig. 1 and Fig. 2, a call processing network, item 42 Fig. 2 customer (claimed "voice client"), item 11a-11n call centers and item 31 Fig. 1 data center together reads on claimed "an agent", item 20 PSTN (claimed "a network").

Regarding section (b), Goss teaches on Fig. 2, connections to item 42 customer (claimed "voice client") are the claimed "means for connecting voice client" in the call processing network.

Regarding section (c), Goss teaches on Fig. 2, connections to item 11a-11n multiple call centers are the claimed "means for connecting geographically distributed agent communications" in the call processing network.

Regarding section (d), Goss teaches on item 44 Fig. 2, web browser (claimed "web client"). Goss teaches on Fig. 2, communication between the web client (item 44 Fig. 2) and data center (item 31 Fig. 2; reads on claimed "an agent") via internet (item 32 Fig. 2; claimed "global data communication network").

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Regarding section (e), Goss teaches on Fig. 2, connection to item 44 via internet in the call processing network. Goss teaches on column 3 line 63 to column 4 line 4, IP telephony application connected to the internet (reads on claimed “by voice”). Goss teaches on column 2 line 10-13 email, voice/video over IP (claimed “at least one other means.....e-mail message”).

Regarding section (f), Goss teaches on Fig. 2 item 34 WAN connects items 11a-11n to the call processing network.

Goss failed to teach item 34 WAN is an global data communications network. However, Satyavolu et al teach on column 3 line 1-2 a WAN is the Internet for collecting data from WEB servers. Therefore, the WAN of Goss is the claimed “global data communications network”.

It would have been obvious to one skilled at the time the invention was made to modify Goss to have the Internet as taught by Satyavolu et al such that the modified system of Goss would be able to support the global data communications network to the system users.

Regarding claim 2, Goss teaches on column 4 line 21-23 and item 12 Fig. 2 ACD (claimed “telephony switching apparatus”) connects to item 18 Fig. 2 CTI Server (claimed “telephony resource nodes”).

Regarding claims 3, 11, Goss teaches on item 140 Fig. 2 Firewall Server and items 134, 136, 118, 100, 130, 105 Fig. 2 claimed “workflow management computer servers”.

Regarding claim 4, for section (a), Goss teaches on items 134, 136, 118, 100, 130, 140 a cluster of servers connected to a LAN.

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For section (b), Goss teaches on item 18 Fig. 2 CTI Server (claimed “telephony and real-time services server”).

For section (c), Goss teaches on item 12 ACD (claimed “telephony switching apparatus”) and item 18 CTI (claimed “telephony resource nodes”).

For section (d), Goss teaches on item 140 Fig. 2 firewall server.

For section (e), Goss teaches on items 134, 136, 118, 100, 130, 105 Fig. 2 claimed “workflow management computer servers”.

Regarding claims 5, 6, 13, Goss teaches on column 4 line 21-26 ACD interfaces with PSTN via voice trunks. Goss teaches on Fig. 2 CTI (claimed “telephony resource nodes”) connects to PSTN, via ACD, by CTI link and trunks.

Regarding claim 8, Goss teaches on item 16 Fig. 2 VRU connects to CTI server.

Regarding claim 9, Goss teaches on item 16 Fig. 2 VRU (reads on claimed “playing recorded audio announcements to callers”).

Regarding claim 12, Goss teaches on Fig. 2 an ACD (claimed “telephony switching apparatus”) connects to telephone network. Interfaces for connecting agent communications to telephone network. Interfaces for connecting agent communications to the Internet.

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Regarding claim 14, Goss teaches on item 46 telephone (reads on claimed “voice transmission means”).

Regarding claim 16, Goss teaches on item 32 Fig. 2 Internet.

3. Claim 7 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, and in view of Satyavolu et al, Lee et al (US: 6330327).

The modified system of Goss in view of Satyavolu et al as stated in claim 4 above failed to teach “the telephony.....trunk lines”. However, Lee et al teach on column 4 line 33-36 CTI interfaces with ACD by trunks.

It would have been obvious to one skilled at the time the invention was made to modify Goss, Satyavolu et al to have the “the telephony.....trunk lines” as taught by Lee et al such that the modified system of Goss, Satyavolu et al would be able to support the trunk connections between switching apparatus and telephony resource nodes to the system users.

4. Claim 10 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, and in view of Satyavolu et al, Saito et al (US: 6707899).

The modified system of Goss in view of Satyavolu et al as stated in claim 4 above failed to teach “the telephony.....fault recovery”. However, Saito et al teach on column 7 line 46-52 CTI controls the state of the call.

It would have been obvious to one skilled at the time the invention was made to modify Goss, Satyavolu et al to have the “the telephony.....fault recovery” as taught by Saito et al such



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that the modified system of Goss, Satyavolu et al would be able to support the state control to the system users.

***Response to Arguments***

5. Applicant's arguments filed on 9/10/04 have been fully considered but they are not persuasive.

i) New grounds rejections necessitated by the amendment have been stated above.

***Conclusion***

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO**

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MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

6. Any inquiry concerning this application and office action should be directed to the examiner Ming Chow whose telephone number is (703) 305-4817. The examiner can normally be reached on Monday through Friday from 8:30 am to 5 pm. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang, can be reached on (703) 305-4895. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Customer Service whose telephone number is (703) 306-0377. Any response to this action should be mailed to:

**Commissioner of Patents and Trademarks**

**Washington, D.C. 20231**

**Or faxed to Central FAX Number 703-872-9306.**

Patent Examiner

Art Unit 2645

Ming Chow



**FAN TSANG**  
**SUPERVISORY PATENT EXAMINER**  
**TECHNOLOGY CENTER 2600**